



## **21ST MEDICAL GROUP PATIENT RIGHTS AND RESPONSIBILITIES**

### **Mission:**

Conduct ever-improving medical operations with an expeditionary focus and community commitment

### **Vision:**

The Most Trusted Team of Medics Defending the Nation

In support of our Mission and Vision, the 21st Medical Group (21 MDG) is committed to providing quality health care in a safe, customer friendly environment. Below are the 21st Medical Group Patient Rights and Responsibilities. Patients have the responsibility to know their rights and responsibilities as well as the right and responsibility to inform us when they feel the 21st MDG has not respected their rights. If you have a concern about your care or treatment, please speak to a staff member about your concerns as soon as possible. You may also ask to speak to the section's patient advocate, any clinic supervisor, or the flight commander; or the 21 MDG Patient Advocate if the clinic cannot resolve your concern.

## **PATIENT RIGHTS**

*Medical and Dental Care:* The patient has the right to quality care and treatment consistent with available resources and generally accepted standards. The patient also has the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of his or her refusal.

*Respectful Treatment:* The patient has the right to considerate and respectful care, with recognition of his or her personal dignity without discrimination based on his or her race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, or genetic information.

*Privacy and Confidentiality:* The patient has the right, within the law and military regulations, to privacy and confidentiality concerning medical care.

*Medical Record:* The patient has the right to review and request a copy of his or her (and his or her child's) medical record. All medical records documenting care provided

by any uniformed services medical treatment facility or dental treatment facility are the property of the U.S. Government.

*Identity:* The patient has the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for his or her care.

*Explanation of Care:* The patient has the right to an explanation concerning his or her diagnosis, treatment, procedures and prognosis of illness in terms the patient can be expected to understand.

*Informed Consent:* The patient has the right to be advised in non-clinical terms on information needed in order to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatment available.

*Research Projects:* The patient has the right to be advised if the facility proposes to engage in or perform research associated with his or her care or treatment. The patient has the right to refuse to participate in any research project.

*Safe Environment:* The patient has the right to care and treatment in a safe environment.

*Facility Rules and Regulations:* The patient has the right to be informed of the 21 MDG's rules and regulations that relate to patient or visitor conduct.

*Patient Concerns:* The patient has the right to information about the 21 MDG Patient Rights and Responsibilities and how to report a concern, including the process for reviewing and resolving patient concerns or complaints.

*Advance Directives:* The patient has the right to formulate Advance Directives and appoint a surrogate to make health care decisions on his or her behalf to the extent permitted by law.

*Pain Management:* The patient has the right to receive appropriate pain assessment and management and to know that health care professionals will take all reports of pain seriously and will respond to patient questions and concerns.

*Timeliness of Care:* The patient has the right to the timely access and treatment which the medical facility resources and medical circumstances allow.

## **PATIENT RESPONSIBILITIES**

Providing quality health care is a complex task that requires close cooperation between patients and health care personnel. Patients can help the medical team give the best possible care by taking responsibility for their care. These responsibilities are:

*Providing Information:* The patient has the responsibility to provide accurate and complete information about complaints, past illness, hospitalizations, medications and other matters relating to his or her health. The patient has the responsibility to let his or her health care provider know whether or not he or she understands the treatment and what is expected of him or her.

*Respect and Consideration:* The patient has the responsibility for being considerate of the rights of others (patients and staff). The patient is responsible for being respectful of the property of other persons and of the medical facility.

*Compliance with Medical Care:* The patient has the responsibility for complying with the medical and nursing treatment plans, including follow-up care recommended by health care providers. This includes keeping appointments on time and notifying the medical or dental treatment facility when appointments cannot be kept.

*Medical Records:* The patient has the responsibility to understand that all medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the U.S. Government, and are required to be maintained at the medical or dental treatment facility.

*Facility Rules and Regulations:* The patient has the responsibility for following the 21 MDG rules and regulations affecting patient conduct. Smoking is prohibited in this facility and is restricted to designated smoking areas on base.

*Reporting Patient Concerns:* The patient has the responsibility to report grievances and concerns to the attending physician, any clinic supervisor, patient advocate, 21 MDG Patient Advocate, or the Chief of the Medical Staff without restraint or interference and without discrimination or reprisal.

## **To Contact Us:**

If you have a concern about your health care or treatment, including the customer service, then we want to hear your concerns. You may ask a staff member for a customer comment card to fill out or speak with any clinic supervisor, the section's patient advocate, or flight commander; or the 21 MDG Patient Advocate if the clinic is unable to resolve your concern.

## **Patient Advocates**

Aerospace Medicine	556-1260
Dental Clinic	556-1333
Diagnostic Imaging (Radiology)	556-1121

Family Practice	556-1326
Laboratory	556-1040
Life Skills	556-7804
Pediatrics	556-1276
Pharmacy	556-1109
Physical Medicine	556-1077
Schriever Clinic	567-4455
Women's Health	556-1168
21 MDG Patient Advocate	556-1060

**For Concerns with TriWest:**

TriWest publishes its grievance process on its website at [www.Triwest.com](http://www.Triwest.com). If you have a concern related to TriWest, please call TriWest at 1.888.874.9378, or go to the TriCare Service Center in Room 411 of the Clinic, or write to:

TriWest HealthCare Alliance  
 Attn: Customer Relations  
 PO Box 42049  
 Phoenix AZ 85080

***Integrity First  
 Service Before Self  
 Excellence In All We Do***